



## Plan-O-Gram California Department of Aging *March 2006*

### ***Hello Everyone!***

The Area Plan Team would like to thank everyone for attending the First Aging Network Planning Academy Seminar on February 17, 2006 and participating in the conference call on February 23, 2006.

**Good News!** The Area Plan Guidance and accompanying documents are available on the CDA website at [www.aging.ca.gov](http://www.aging.ca.gov) under AAA Partners.

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### **Monthly Articles and Websites**

As many of you are aware the White House Conference on Aging took place in December 2005. For information about the Conference and to review the 10 Top Resolutions and the 50 Top Resolutions please go the Conference on Aging website [www.whcoa.gov/](http://www.whcoa.gov/)



## *Aging Network Planning Academy*

The Aging Network Planning Academy will begin planning soon for the 2007 Academy. Thank you to everyone who attended the Seminar. Suggestions from the February 17<sup>th</sup> Seminar are listed below.

1. Monitoring
  - Monitoring pointers
  - What CDA looks for when monitoring
  - How to prepare for a monitoring visit
  - Workshop on the tools that are sent for monitoring
  - What is expected of the AAAs when monitoring subcontractors
2. Area Plans, budgets and Units of Service-how they are related
3. Year-End Report training
  - Conference call or training session in April 2006
4. Division 4000 training
5. Program Development and Coordination training
6. Title III E training

### Other suggestions:

1. Update Division 4000
2. Do not schedule sessions at C4A conference at the same time. Many planners had conflicts with training session times and could not attend all of the training sessions that they needed to attend.

During the needs assessments session participants identified Challenges and Solutions associated with conducting a needs assessment. The Challenges and Solutions are listed on the next page.

## Challenges

- Diversities/ethnic groups-getting responses i.e. undocumented population who think that AAA staff
- may be the “Government.”
- Providing surveys and getting responses from people who are institutionalized
- Reaching those outside the service recipients.
- Translating surveys: some terminology does not translate; culturally sensitive subjects.
- Isolated or homebound clients not receiving services.
- Monolingual seniors.
- Literacy issues.
- Silos-those not willing to give data
- Over sampling seniors- “Didn’t you just ask me these questions 4 years ago?”
- Consumer Involvement
- Limited funding
- Providers reporting self-interest issues.
- Dealing with returned data.
- Repeat returns.
- Budget issues.
- Staffing issues.

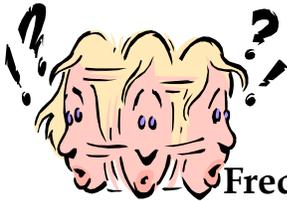
## Solutions

- Interview Service Providers for general response
- Key Informants-especially for minorities
- Internet and Senior Center computer labs
- Community Collaborations
- Pulling data results from other agencies
- One survey per topic
- Using “Let us hear from you” as lead on survey
- Target specific ethnic community
- Service provider surveys
- Utilizing staff for distribution
- Non-traditional service providers: markets, bookstores, libraries
- Put sample surveys on CDA website as resource
- Put sample surveys translated into several languages on CDA website
- Piggyback on other Agencies’ surveys or research
- CHIS data
- Take surveys to ethnic grocery stores and educate the owner about the survey process
- Insert surveys in employee paycheck envelopes
- Utilize universities and colleges
- Internet surveys (Use Survey Monkey service-surveymonkey.com.)
- Work with churches to distribute surveys
- Insert surveys in utility bills
- Use high school students who are required to earn credits for public service to go to Skilled Nursing facilities to assist seniors to complete the surveys or interview seniors (May have some HIPPA restrictions)
- Community collaboration
- Connect with a cultural group
- Contact the local literacy group
- Use high school or college students to process returned surveys
- Connect with home-delivered meals programs to distribute surveys
- Contact senior housing management to distribute surveys



## Due Dates

Area Plan Update: May 1, 2006



## Frequently Asked Questions

1. Where can I find the Area Plan Guidance on the CDA website?

Answer: The Guidance is available on the CDA website under AAA Partners.

<http://www.aging.ca.gov/>

2. Does the CDA website contain links to the Older Americans Act, the California Code of Regulations, and the Code of Federal Regulations?

Answer: Yes, the link is <http://www.aging.ca.gov/html/regs/lawsandregs.html>

To print the full text of the Code of Federal Regulations Part 1321 follow these directions:

- Go to CDA's webpage [www.aging.ca.gov](http://www.aging.ca.gov)
- Click Laws and Regulations
- Click on the GPO Webpage
- Type "45CFR1321"
- Print the next to the last item #49 which is CFR Part 1321 Grants to State and Community Programs on Aging.
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3. Where can I find the California Department of Aging State Plan?

Answer: The State Plan can be found on the CDA website under Featured Links on the right hand side of the screen. [www.aging.ca.gov](http://www.aging.ca.gov)



## Contact Information

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If you would like to contribute to the Plan-O-Gram please send your articles, announcements, etc to Kathleen at [khendric@aging.ca.gov](mailto:khendric@aging.ca.gov)